

Kelly's Corner

April 26, 2013



Umbrella Service Agreement with ORNL Site Office

In a previous edition of Kelly's Corner, I spoke about the Corrective Action Plan relative to our support of Building 3019 as well as understanding and embracing a new way of doing business. As a result of this change, ORO and OSO created an agreement that specifies how we will provide service to the Site Office. I have signed an umbrella agreement that clarifies our interactions, responsibilities, and services.

I am providing this agreement in its entirety for all employees to read and follow relative to OSO. The agreement references several attachments, which are the individual Assistant Manager (AM) organization agreements. The AM organization agreements are not included in this article, but employees should read them for further specificity of services.

OSO Umbrella Service Agreement with the ISC-OR

Purpose

The purpose of this agreement is to document the basis and process for obtaining support for Oak Ridge National Laboratory (ORNL) Site Office (OSO) activities from the Office of Science (SC) Integrated Support Center in Oak Ridge (ISC-OR). ISC-OR services allow OSO to focus on the Site Office line management role. The ISC-OR provides for the administrative and technical support needs (Human Resources, Financial, etc.) in areas where OSO lacks specific capabilities or resources.

Individual services agreements with ISC-OR offices will be developed and executed between the Oak Ridge Office assistant managers/program managers and the OSO deputy manager. These agreements will be referenced as Appendices to this Umbrella Service Agreement.

References

1. Office of Science Integrated Support Center Service Plan dated November 14, 2011.
2. Memorandum from Joseph A. McBrearty for Johnny O. Moore, Delegations of Authority for Office of Science Operations and Safety, Property Management, and Safeguards and Security, dated August 31, 2012.
3. Memorandum of Agreement between the Office of

Science (McBrearty) and the Office of Environmental Management (Williams) dated September 13, 2012.

4. Memorandum from Joseph A. McBrearty for Larry C. Kelly, Re-delegation of Head of Contracting Activity (HCA) Functions and Responsibilities, dated April 24, 2012.
5. Memorandum from Joseph A. McBrearty for Larry C. Kelly, Re-delegation of Authority to Approve Routine Requests for Approval of Subcontract Indemnification Provisions in Accordance with the Department of Energy Acquisition Regulation, dated August 17, 2012.
6. Oak Ridge National Laboratory Site Office Safeguards and Security and Emergency Management Roles, Responsibilities, Authorities and Accountabilities.

Definitions

Accountability: To be held answerable to a specific position/individual for fulfilling a responsibility for which the performer has the authority to act.

Authority: The set of decision-making powers and controls required to fulfill assigned responsibilities without concurrence or approval of others. Authorities typically include committing resources and making final decisions without further review within the limits established through the delegation of authorities.



OSO Umbrella Service Agreement with the ISC-OR (cont'd)

Responsibility: The obligation to ensure the initiation, implementation, and/or completion of an assigned activity. Responsibility implies action and accountability.

Role: The broad umbrella term that defines the functions that individuals play in the organization.

OSO Mission and Functions

OSO supports the SC mission to foster, formulate, and support forefront basic and applied research programs that advance the science and technology foundations necessary to accomplish Department of Energy (DOE) missions. The OSO, under the direction of the SC Deputy Director for Field Operations (DDFO), and in partnership with our program sponsors, customers, contractors, and support organizations, is responsible for implementation of DOE's mission at the ORNL and the Oak Ridge Institute for Science and Education (ORISE). The OSO responsibility includes the Work for Others performed for Other Federal Agencies, State, and Local Governments and Private Industry performed under the OSO contracts, and other research and development contracts assigned by DOE-Headquarters.

The OSO executes its mission through four major functions:

- Managing contracts for operation of the ORNL and ORISE
- Providing operational oversight and assuring regulatory compliance of contractor operations
- Providing effective federal stewardship of DOE resources
- Managing federal resources to assure effective and efficient operations

Nature of Support

ISC-OR will support the OSO by providing a range of services as described in Reference 1. The ISC-OR will often provide day-to-day support in areas of functional responsibility and in areas where a specific expertise is necessary. The ISC-OR also provides specific support based on either resource gaps or subject matter expert based needs.

Services provided to the entire DOE or SC community are assumed to be available to OSO without the need for specific task orders or delivery records (see Attachment 1).

Operating Principles

Our operating principles are built around communication, integrity, people, processes, partnering, flexibility, building relationships, understanding roles and responsibilities, risk management, continuous learning and listening, and service. It is recognized that communication, integrity, and performance are important components to building positive relationships; and that it takes an investment in time to build. Therefore, it is our collective commitment to expend the time and work to build relationships recognizing that relationships can have either a negative or positive impact on operational excellence.

Expectations

- Parties will work together in a spirit of cooperation in support of mission outcomes and stewardship of public assets.
- Parties will mutually respect and honor each other's roles, responsibilities, and authorities, and hold themselves accountable for performance
- Parties will work in partnership with communications that are open, honest, transparent, timely, and appropriate.
- Parties will strive to solve problems at the lowest appropriate management level.
- Parties will embrace a system of self-assessment and continuous improvement in which all can raise issues, identify shortcomings, and consistently develop efficient and effective solutions to problems that affect the Department's and contractor's ability to perform and deliver mission outcomes.
- Unless otherwise agreed to by the Parties, ISC-OR staff will work through/coordinate with OSO management before first interacting with the contractor to ensure the activity has a basis in the ORNL or ORISE contracts and is prioritized with other OSO and contractor activities. This is necessary to



OSO Umbrella Service Agreement with the ISC-OR (cont'd)

maximize the positive impact of our activities on the science mission.

- ISC-OR management and staff will refrain from attempting to dictate decisions that properly reside within OSO management province.
- ISC-OR staff will maintain appropriate technical qualifications for their functional areas of support, and will obtain requisite site-specific access and training necessary to perform support activities.

Roles, Responsibilities, Authorities, and Accountabilities

Roles, responsibilities, accountabilities, and authorities are delineated in Statutes, CFRs, EOs, Directives, SCMS, Functions, Responsibilities, and Authorities documents and/or delegations. Authorities applicable to specific service areas will be documented in the Appendices. Where authority for OSO, ORNL, and ORISE activities are not explicitly delegated otherwise, they remain with the OSO Manager, the OSO CO, or the OSO COR, depending on the issue. Delegations pertinent to this agreement are provided in the Reference section.

Approach

OSO will, to the fullest extent possible, manage requests for support in such a manner to allow ISC-OR federal staff ample time for scheduling, preparation, and completion of required services and deliverables. An OSO Service Task Order — Delivery Record Process (Attachment 1) has been developed for requesting both recurring and unique support requests. OSO will provide sufficient advance notice of desired support/changes when possible, recognizing that the ISC-OR supports multiple other sites and customers.

All formal assessment activities of OSO contractors will be conducted in accordance with OSO Work Practice 453 Contractor Formal Assessment Program. The Contractor Formal Assessment Program provides a consolidated management system for the planning, scheduling, conducting, and reporting of formal assessments of OSO contractors as well as the management and trending of issues resulting from these assessments. DOE

assessments/reviews of the contractor are not to be performed unless they are on the formal schedule or have been approved in writing by the OSO Manager.

All work will be performed in accordance with the Science Management System (SCMS). SCMS delineates the processes that SC utilizes to conform to Statutes, Code of Federal Regulations (CFRs), Executive Orders (EOs), and/or DOE Directives.

All agreements will be reviewed at least annually and updated as needed. Either party may propose revisions to the agreement at any time; however, the existing agreement will remain in force until both parties sign a new agreement. Upon execution, agreements and subsequent revisions will be distributed electronically to the signatories and Manager and Deputy Manager of both organizations (for office level agreements).

Issue/Conflict Resolution

Efforts should be made to resolve conflicts between the working levels of the respective organizations. If resolution is not reached, issues related to this Agreement shall be elevated to and resolution determined by the OSO and ORO managers/deputy managers.

 3/8/13  4/5/13
Johnny O. Moore, Manager ORNL Site Office Larry C. Kelly, Manager Oak Ridge Office

Attachments

1. OSO Service Task Order - Delivery Record Processing dated February 22, 2013. This process will be refined based on experience by June 30, 2013.

Appendices: (currently in draft)

- OSO Agreement with ISC-OR for Diversity Programs/Employee Concern Services
- OSO Agreement with ISC-OR for Safety/Technical Services
- OSO Agreement with ISC-OR for Safeguards, Security, and Emergency Management Services
- OSO Agreement with ISC-OR for Financial Management/Contract Services
- OSO Agreement with ISC-OR for Administration Services
- OSO Agreement with ISC-OR for Chief Counsel Services

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New Faces

Kevin Hall

I am very pleased to welcome Kevin Hall as ORO's new deputy manager; he arrived on April 22. As deputy manager, Kevin is vital to our leadership team and ongoing operations—specifically he is participating in the determination, approval, and execution of policies, plans, and programs governing the full range of ORO mission objectives.

Furthermore, Kevin will implement DOE policy and direction for ORO; establish and communicate requirements and expectations to staff; authorize work and related funding requirements; and assist in reviewing, evaluating, and approving operational goals and plans to ensure consistency with ORO and DOE mission objectives.

We are very fortunate to have Kevin at ORO. He arrives with extensive leadership experience and in-depth knowledge about various missions within DOE. His knowledge and input will be invaluable for our office and me personally.

Kevin previously served as the acting federal project director for the MOX Project at the Savannah River Site. As such, he was responsible for oversight of construction, startup testing, and operations of this \$5 billion facility. He has also served as the deputy manager at the Savannah River Site Office; as the deputy federal project director for the Tritium Extraction Facility; and as the federal security director at the Savannah River Site.

Please join me in welcoming Kevin Hall as our new deputy manager.



Jessica Wolbert



Jessica joined ORO's Training and Development Group in December 2012. She grew up in Askov, MN. In 2005, she joined the U.S. Air Force and served as a Personnel Specialist in North and South Carolina. She was deployed to Iraq in support of Operation Iraqi Freedom. In 2009, Jessica transitioned to the Tennessee Air National Guard and began her federal employment with the Department of Defense.

She has a Bachelor's degree in Workforce Education and Development from Southern Illinois University and a Master's degree in Human Resources from Tusculum College.

Jessica and her husband Justin recently welcomed a baby girl into the world; Paige Elizabeth was born on February 16. Jessica and Justin enjoy four-wheeling, fishing, and participating in anything outside.

To all of our Administrative Professionals—Thanks for all you do throughout the year!

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Federal Building Update

I last briefed you on the status of GSA's asbestos abatement work in the April 5 edition of Kelly's Corner. Since that time, we have had a good deal of interaction with GSA and their abatement contractor.

ORO Facility Management staff and the GSA abatement contractor, with the assistance of personnel from ORO's Safety and Technical Services program, conducted joint inspections of all of the abatement work that was to be performed. We found that some work, principally in areas above the ceiling tiles, was not performed. I dispatched a formal letter to GSA's regional

commissioner that expresses my concern about the remaining work. I asked for his personal attention to the matter, and I requested an explanation as to when GSA will complete the work included in their contract.

As I mentioned before, my primary concern is that you return to a safe environment. To that end, I will continue to hold the appropriate entities accountable. I know you are anxious to return to the Federal Building, as am I. I ask for your continued support and patience as we move through this situation. I will provide additional information as soon I have a path forward from GSA.

2013 Federal Employee Viewpoint Survey | April 23–May 31

On April 23, the Office of Personnel Management (OPM) released the 2013 Federal Employee Viewpoint Survey (FEVS). All Federal employees in the department should have received an e-mail message with a link to take the survey. I encourage all employees to complete this survey because we value your input about what is working and areas that require improvement. Oak Ridge will use the specific results, like the Department, to

developing strategies and solutions for your concerns.

At a more local level, we will develop appropriate action plans to address areas of weakness. Your responses are voluntary and will be kept confidential. OPM will analyze responses and provide both departmental and government-wide reports of survey results. Responses should be completed by May 31, 2013.

Reminders

May 1—All-Hands Meeting

At 10:00 a.m., on Wednesday, May 1 there will be an Oak Ridge Office (ORO) federal employee meeting at the American Museum of Science and Energy (AMSE). All ORO federal employees are encouraged to attend. Badges will be required for entrance.

May 1 and 2—Ombudsman Visit

Office of the Ombudsman Director Rita Franklin and Associate Ombudsman Bill Maurer will give a presentation at the All-Hands Meeting at AMSE on Wednesday, May 1, from 10:00 a.m.–11:30 a.m. to let

you know about the services they offer and to answer any questions you may have about their office. In addition, they will accommodate confidential group and/or individual meetings with employees, supervisors, and managers from 1:30–5:00 p.m. on May 1, and all day on May 2.

If you would like to schedule a meeting with the Rita and Bill, please contact them directly at 202-586-0500 or at ombudsman@hq.doe.gov. Although they recommend scheduling an appointment prior to April 19, they will do their best to accommodate on-site requests

"Motivation will almost always beat mere talent."

~Norman Ralph Augustine